

# **GENESYS VOLUNTEERS**

## **NEWS AND NOTES**

*March/April 2010*

### **PRESIDENT'S MESSAGE**

Hope all snowbirds are finding warm weather and are enjoying it as the rest of us are home working at successful fund raisers of Shoes, Fudgie-Wudgie and the second BOOKS ARE FUN SALE.

When you read this Newsletter most Volunteers will have gone through the training for Patient Experience and we will be putting the plan in action. Your Volunteer Board will start 'Rounding' with the volunteers to get acquainted with and improve communication and Patient Experience of our customers within our group. I am looking forward to meeting each volunteer.

Sign up to work the 'Books Are Fun' and '2010 Health Care Advocacy Day' in Lansing on March 24.

Spring is only 30 days away!!

Edward Hugan,  
President

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### **DIRECTOR OF VOLUNTEER SERVICES**

"Huddles, rounding, Press Ganey, sacred moments, acting with intention, being present". I hope every word sounds familiar to you from our recent Patient Experience training sessions. At Genesys, we are all privileged to create and experience sacred moments that make a profound difference in the lives we touch. Thank you for all you are doing to help us be the best we can possibly be.

Every "Patient Experience" class was filled to capacity, so we added the March 2<sup>nd</sup> class for the overflow. Also, we will be offering a "make up" class in May for our snowbirds. Because of all our classes in February and March (and May) we will NOT be having the educational meeting as originally scheduled for mid March.

The March/April Newsletter means spring is on its way. Green grass, blue skies, and warm breezes are not far now! Oh, happy spring!

Mary Jane Grunden,  
Director, Volunteer Services

## **President-Elect**

Winter is nearly over! Spring always brings awakened spirits and a renewed commitment to those activities that are important to us. Genesys, and our community as a whole, benefit from the service that our many volunteers bring. The dedication of our volunteers is, indeed, important.

Volunteers are invited to attend the **Health Care Advocacy Day**, Wednesday, March 24th. The day includes lunch with our legislators as well as an informative morning of legislative updates and an interesting speaker, LeeAnn Thiemann, author of Chicken Soup for the Caregiver's Soul. Those attending carpool to Lansing. Contact Rhoda at the volunteer office if you wish to attend.

Janet Barker  
President-Elect

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## **Past President Advisor**

### **Snow – Be thankful!**

Most of us do not look forward to putting on the boots, hat, coat, and gloves and trudging out with shovel in hand to clear the snow from our sidewalks and driveways. However, we should be thankful for the snow.

About eight years ago, we experienced two consecutive years of very light snowfall. The results for our beautiful state were devastating. Fields and orchards that depend on the slow melting of snow to produce a wide variety of produce and fruits were dying of thirst. Many of our farmers were forced out of business, and the hit to tourism was equally bad.

Our state's biggest tourist attraction is our huge number of lakes, rivers, and streams. Our summer lake levels dropped leaving behind uninviting shorelines – little boating, swimming, water skiing, jet skiing, or even the building of sand castles. Winter tourism was hit equally hard – little downhill or cross country skiing, snowmobiling, ice skating, or ice fishing.

So, be thankful for the snow and enjoy the Winter Wonderland of Michigan!

Connie Ozanich  
Past-President Advisor

## Membership Director

Eleven get well and sympathy cards were sent in the months of January and February. Orientation for new Volunteers took place January 12 with thirteen new members and February 9 with sixteen new members. Our new Volunteers include:

### January 2010

Laura Bowden  
JoAnna Breslin  
Cassandra Flaig  
Sally Gurniak  
Karen Hall  
Chuck McKay  
Anita Moliterno

Jerry Provost  
Nancy Provost  
Margaret Scarpelli  
Andrea Shupe  
Steve Slotka  
Mary Woodruff

### February 2010

Kathy Arens  
Lorraine Canterino  
Gabriela Connor  
Lilyana Gardner  
Jill Godfrey  
Kathryn Hodson  
Robert Kerzka  
Carrie Krease

Sandra Lindquist  
Alexander Neal  
Amy Rathsburg  
Sue Sarkisian  
Julia Steele  
Julia Strudgeon  
Lesley Vilders  
Dale Woytovich

Please welcome our new Volunteers when you see them!

Peggy Newell  
Membership Director

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### The Carburetor

"The car won't start," said a wife to her husband. "I think there's water in the carburetor."

"How do you know?" said the husband scornfully. "You don't even know what the carburetor is."

"I'm telling you," repeated the wife, "I'm sure there's water in the carburetor."

"We'll see," mocked the husband. "Let me check it out. Where's the car?"

"In the swimming pool."

## **PROGRAM DIRECTOR**

The Spring Educational Brunch will not be held this year. The Patient Experience Sessions will replace the Brunch. I am confident everyone was or will be able to attend a Patient Experience Class. There will be a make up class in May for anyone who was unable to attend the regular sessions. We want the best possible experience for the people around us. Assisting those who appear to need direction will make people feel more comfortable in our hospital.

The first week in March, I will be visiting departments to introduce myself, and answer questions and receive comments about the Patient Experience Sessions. Living Our Values will guide us in our daily service.

Dorothy Franke  
Program Director

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## **Service Director**

On Wed., Feb 10, 2010, a meeting was held for Volunteer Department Chairpersons to introduce the "Patient Experience Program". Karen VanCura, Genesys Patient Experience Coordinator, did a wonderful job of presenting the program. A big 'Thank-you' to Karen, all Department Chairs and Board Members that attended this meeting on one of the worst weather days our area has seen this winter.

The 'Patient Experience Program' is being implemented throughout Genesys Hospital. By now, most of you have attended your own meeting and are becoming familiar with the program.

Volunteers are a very important part in the implementation and success of the program; therefore, we look forward to your input. Improving communication, throughout all departments, is envisioned as an additional positive outcome of the program.

We are still in need of substitutes for the second floor Waiting Lounge. Many changes are taking place in the second and third floor lounges that will improve the patient/family experience. Those of you who can help in this area please contact Dorothy Franke (248-634-8145), Mary Ponsetto (810-732-1453) or Edward McLean (810-695-3544).

Edward McLean,  
Service Director

## Recipe Corner

Here's a cake recipe that everyone, even the chocolate lovers in your family, might enjoy:

### LEMON POUND CAKE

1 pkg lemon cake mix  
1 pkg lemon instant pudding mix (4 serving size)  
1/2 cup oil  
1 cup water  
4 eggs

Preheat oven to 350. Blend all ingredients in a large bowl, beat at medium speed for 2 minutes. Bake in a greased and floured tube pan, 10 inch fluted, at 350 for 45-55 minutes, until center springs back when touched lightly. Cool 25 minutes in pan, then invert onto serving plate.

GLAZE: Blend 1 cup confectioners sugar with 2 tablespoons lemon juice. Drizzle over cake.

Hope you enjoy it...it's one of my husband's favorites!

Hope you enjoy it!  
Linda Coppola

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### *"What is success?"*

*To laugh often and much;*

*To win the respect of intelligent people and the affection of children;*

*To earn the appreciation of honest critics and endure the betrayal of false friends;*

*To appreciate beauty;*

*To find the best in others;*

*To leave the world a bit better, whether by a healthy child, a garden patch or a redeemed social condition;*

*To know even one life has breathed easier because you have lived;*

*That is to have succeeded."*

*Ralph Waldo Emerson*